



# CITY OF HOUSTON

## Job Posting

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Applications accepted from:

Job Classification

Posting Number

Department

Division

Section

Reporting Location

Workdays & Hours

ALL PERSONS INTERESTED

SENIOR CUSTOMER SERVICE CLERK

PN# 104492

Department of Public Works & Engineering

Public Utilities Division

Utilities Maintenance Branch

611 Walker\*

Various Shifts and Holidays\*

\*Subject to change

9 DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Performs basic research and gathers necessary information to resolve customer problems and respond to inquiries via mail, telephone, e-mail and personal contact. Communicates findings to customers. Performs data entry activities to update customer records within authorized limits. Receives and verifies completeness and accuracy of requests from customers. Process requests and/or work order utilizing a computer terminal and/or tracking system. Processes work orders/requests and makes changes to update customer account information. Trains and provides assistance to less experienced employees. Provides information about City services, ordinances, policies, procedures and/or pricing. May act as a backup to a customer services section and/or an administrative support section. Performs other duties as assigned.

10 WORKING CONDITIONS

The position is physically comfortable; the individual has discretion about walking, standing, etc.

11 MINIMUM EDUCATIONAL REQUIREMENTS

Requires a high school diploma or GED.

12 MINIMUM EXPERIENCE REQUIREMENTS

One (1) year of clerical/customer service experience is required.

13 MINIMUM LICENSE REQUIREMENTS

A Valid Texas Driver's License and compliance with the City of Houston's policy on driving (AP 2-2).

14 PREFERENCES

Preference will be given to applicants with software experience in Microsoft applications (i.e. Word, Excel, Access and Outlook). Preference will also be given to applicants that are knowledgeable in Infrastructure Management System (IMS) or a work order tracking system application.

15 SELECTION/SKILLS TESTS REQUIRED None

16 SAFETY IMPACT POSITION ☒Yes ☐No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range – Pay Grade 12

\$789 –1,055 Biweekly \$20,514 - \$27,430 Annually

18 OPENING DATE May 11, 2005

19 CLOSING DATE May 17, 2005

20 APPLICATION PROCEDURES

Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1<sup>st</sup> Floor. Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. TDD (Telephone Device for the Deaf) is (713) 837-9496.

An equal opportunity employer